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## EXCITING YEAR CREATED INNOVATIVE AND ENHANCED SERVICES FOR RESIDENTS

**Glendale, Ariz.** — Jumping forward into 2013, the Glendale Parks, Recreation & Library Services Department took a look at all that was accomplished in 2012. Always looking for ways to improve services and provide meaningful quality of life programs, the department achieved the following:

**Summer Aquatics:** During the 2012 summer aquatics season at Rose Lane Aquatics Center and the Foothills Recreation and Aquatics Center, 1,789 participants took 14,312 swim lessons and 55,023 users enjoyed public recreation swimming. The swim lessons were enhanced by donations received from Southwest Ambulance donated \$5,000 and the Arizona Drowning Prevention Coalition donated \$420, which provided more than 200 free swim lessons to Glendale residents.

**Ballet Under The Stars:** Approximately 3,000 people attended the September “Ballet Under the Stars” event held at Sahuaro Ranch Park and coordinated by the Arts & Culture and the Parks Maintenance Divisions. Produced by Ballet Arizona, the event was the culmination of a \$4,000 performing arts grant leveraged with approximately \$50,000 in financial donations from other partners with Arizona Ballet.

**Digital Media—Nook Program:** The Glendale Public Libraries purchased 30 Nooks through donations and grant monies and began an eBook program in July. The Nooks are preloaded with eBooks in both English and Spanish and include titles for youth, teens and adults, with each of the three libraries having 10 Nooks available. In the first month every Nook was checked out and had many hold requests.

**Earth Day:** More than 400 volunteers and nearly 30 staff from the cities of Glendale and Peoria gathered in April clean up New River. Volunteers combed nearly 75 acres of the river corridor from Bell to Beardsley roads. More than 12 tons of debris was gathered including old tires and couches. Other City of Glendale departments to partner with the Parks, Recreation, and Library Services Department included Sanitation, Police, and Neighborhood Partnerships.

**Glendale Adult Center:** Members visited the Glendale Adult Center 93,544 times, which is average of 340 per day. These members participate in card games, aerobic classes, billiards, lapidary, exercise equipment, ceramics, sewing, dancing, etc. During the year, the Adult Center utilized 4,183 volunteer hours with a value of \$91,148. Volunteers monitor areas such as lapidary, fitness room, ceramics, billiards, cards and activities or work in areas such as the lunch program, sewing, knitting and special events.

**Gila River Indian Community Grant (GRIC):** The Youth and Teen Division served more than 1,000 youth who participated in summer and after-school recreation programs in various locations. As a part of its effort to lower costs and to promote physical fitness in the youth population, the city applied for a \$55,188 GRIC grant and was notified that it would receive the full amount of the grant request.

**Glendale Community Center Partnership:** In December, the department entered into a one-year agreement with the Glendale Youth Project (GYP) to provide youth and teen programs at the Glendale Community Center. The non-profit will provide free youth and teen activities from 3:30 to 8 p.m., Monday through Friday, at the facility at no cost to the city.

**Job Help Hub Labs:** With the high demand of people coming into the libraries seeking job assistance, the Glendale libraries, through a grant from the Broadband Technology Opportunities Program and the American Reinvestment Act, was able to provide open job help labs and classes. Since the beginning of the program, 482 job seekers have been assisted with resume writing, applying online and job searching at all three library branches.

**New Integrated Library System (ILS):** A new \$347,000 library computer operating system (Polaris) was implemented in December at the Glendale Libraries that was purchased, at no cost to the city, by the Maricopa County Library District through the an agreement between Glendale and the Maricopa County Library District (MCLD). The new system provides a variety of benefits for library patrons including notification when new items are added from favorite authors, a choice of receiving notifications as text on mobile devices and being able to have a reading log of what they have checked out. The new system will also save the city \$35,000 annually in operating and maintenance costs.

**New Irrigation Contract:** In November, Mariposa Landscape, Inc. assumed the responsibility of maintaining and managing Glendale's 119 parks/facilities that are either sprinkler and/or drip irrigated. In the past, four city irrigation technicians maintained these systems. This contract will save the department approximately \$141,432 each year.

**Radio Frequency Identification:** The Glendale libraries now have a new, labor-saving technology called Radio Frequency Identification (RFID). RFID utilizes a programmable tag that is read at the self-check-in or staff check-in stations. The technology allows library users quicker multiple item check outs and easier DVD checkouts. Staff is also able process returned materials much faster and get the items back on the shelves in a timelier manner. On average, the library system circulates approximately 2.1 million items each year and the new system will reduce the need to physically handle them by approximately 75%.

**Reciprocal Borrowing Program:** The Library division entered into an agreement with the Maricopa County Library District's (MCLD) reciprocal borrowing program. This program allows any Maricopa County resident, regardless of the municipal jurisdiction in which they, to use their library card at any municipal and/or county library throughout Maricopa County. By joining this system Glendale library users will have access to more services such as additional materials, a language database, music download services, more seamless access to eBooks, optimized catalog enhancements for mobile device users, summer reading programs and will be able to utilize all other municipal and MCLD library services should they chose to frequent those facilities.

**Summer Art Camp:** In July, the Arts program completed the Summer Art Camp, 16 workshops for ages 9-13. Sixteen artists/art instructors assisted in teaching the camps attended by 213 children and held at the Rose Lane Recreation Center and the Sahuaro Ranch Fruit Packing Shed.

For more information about the Parks, Recreation & Library Services Department, visit

[www.glendaleaz.com/parksandrecreation](http://www.glendaleaz.com/parksandrecreation) or [www.glendaleaz.com/library](http://www.glendaleaz.com/library).

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